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JANET NAPOLITANO, GOVERNOR
CATHERINE R. EDEN, DIRECTOR

April 19, 2004

Debra K. Davenport
Auditor General
2910 N. 44th Street
Phoenix, Arizona 85008

Dear Ms. Davenport:

The Department would like to thank the Office of the Auditor General for the thorough analysis of the benefits of the House Bill 2003 programs. We agree with all of the report's findings. We are pleased that the report recognizes that HB 2003 programs substantially increased the quality of life for House Bill 2003 consumers.

While we are pleased with the report overall, we would like to acknowledge two report limitations. In some instances, conclusions may not adequately recognize the full scope of the program's accomplishments, since the audit's timeframe for data collection ended on December 31, 2002. As a result of this limitation, the report draws conclusions on program outcomes based on limited data, and does not consider services received by consumers after the data collection deadline. In addition, the sample sizes related to outcomes reported for several of the Regional Behavioral Health Authorities (RBHAs) are very low. Therefore, interpretation or conclusions stated should be interpreted with caution.

We plan to implement the recommendations presented in the report as follows:

Finding 1

- Recommendation 1.a. & 1.b: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.
- Recommendation 1.c: The finding of the Auditor General is agreed to and a different method of dealing with the finding will be implemented.

Explanation: The finding recommends that the Division "Work with Excel to determine what outcomes should be expected for consumers in Excel's independent housing, and analyze the impact of Excel's housing program against those expected outcomes."

The Division will complete a full analysis of the Excel House Bill 2003 programs, and based on the results, develop any needed recommendations for improvement in consumer housing to Excel. This will allow the Department to incorporate the recommendation into overall quality improvement efforts, without continuing to track specific outcomes for individual HB 2003 consumers.

Finding 2

- Recommendation 1.a. and 1.b: The finding of the Auditor General is agreed to and the audit recommendations will be implemented.
- Recommendation 1.c: The finding of the Auditor General is agreed to and a different method of dealing with the finding will be implemented.

Explanation: The finding recommends that the Division “Examine the causes for the lack of significant results for PGBHA’s consumers.”

The Division will complete a full analysis of the PGBHA House Bill 2003 programs, and based on the results, develop any needed recommendations.

Finding 3

- Recommendation 1: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Once again, thank you for your professionalism and your fair and thorough evaluation.

Sincerely,

Catherine R. Eden
Director

cc: Leslie Schwalbe